



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Leamon

Serial No.: 09/504,330

Filed: February 14, 2000

Examiner: Cuong H. Nguyen

Group Art Unit: 3625

Title: **METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE CONTACT CENTER ENVIRONMENT**

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GROUP 3600

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Assistant Commissioner for Patents
Washington, D.C. 20231

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on JAN. 29, 2003, as first class mail in an envelope addressed to:

Assistant Commissioner for Patents
Washington, D.C. 20231

Karen Roper
KAREN ROPER

AMENDMENT

Dear Sir:

In response to the Office Action dated August 30, 2002 ("Office Action"), for which a two (2) month's extension of time in which to respond is hereby requested, please amend the above-referenced application ("Application") as follows:

IN THE CLAIMS:

Please note that all pending, non-withdrawn claims are included herein for the convenience and efficiency of examination, and that only those claims so indicated as amended are being amended herein: